Volunteer Services Department
Volunteer Orientation

AGENDA

• Welcome and Introduction
• Volunteer Expectations and Responsibilities
• Health Clearance and Vaccination Requirements
• Infection Control and Universal Precautions
• Safety and Security
• UCLA Blood and Platelet Center
• Department Assignments

We are pleased you have chosen to be part of the UCLA Health Volunteer Program.
Welcome to the healthcare team!

The Volunteer Services Offices are located at:
757 Westwood Plaza, Suite B-791
Los Angeles, CA 90095
Tel: (310) 267-8180

1328 16th Street, 2nd Floor
Santa Monica, CA 90404
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CHAPTER ONE: OVERVIEW

Ronald Reagan UCLA Medical Center is a 520 bed acute hospital with outpatient services located in 100, 200 and 300 Medical Plaza as well as the West Medical Building on Veteran Ave. The Medical Center is licensed by the State of California and accredited by the Joint Commission on Accreditation of Health Care Organizations.

Santa Monica UCLA Medical Center is a 266 inpatient bed hospital with an Orthopaedic Hospital on 15th St. and outpatient specialty services located in the surrounding areas. The Medical Center is licensed by the State of California and accredited by the Joint Commission on Accreditation of Health Care Organizations.

MISSION
Our mission is to create and provide leading edge patient care, research and education.

VISION
Healing humankind, one patient at a time, by improving health, alleviating suffering and delivering acts of kindness.

VALUES
Integrity, Compassion, Respect, Teamwork, Excellence, Discovery

COMMITMENT TO CARE
We will always keep our commitment to care, as we have been entrusted by patients, colleagues and society.

GOALS
People, Quality, Safety, Service, Operations, Strategic Development and Finances

LEADERSHIP
The Regents of the University of California serve as the governing body for the Ronald Reagan UCLA Medical Center, the Resnick Neuropsychiatric Hospital and the Santa Monica/UCLA Medical Center and Orthopaedic Hospital. Authority to lead UCLA Health (which includes the Hospital System, Medical Group, and the Medical School) is delegated to the Vice Chancellor, Medical Sciences (Dr. Eugene Washington). Dr. K. Thomas Rosenthal is the Associate Vice Chancellor and Chief Medical Officer. The CEO for UCLA Health, Dr. David Feinberg, delegates selected responsibility to key Hospital leaders, such as senior associate directors, senior nursing staff, department managers and unit directors for the daily operations of the hospitals. Medical Staff (physicians) are led by a self-governance process and elect a Chief of Staff. Dr. Rosenthal works closely with the Chief of Staff, elected officials and the Hospital and medical group leadership to achieve the mission of the hospitals.
PROVIDING THE BEST HEALTHCARE EXPERIENCE POSSIBLE

Communication - The practice of CICARE
Customer service is at the heart of providing an environment in which exemplary patient care can flourish. Be aware of who your customers are. Greet them and offer assistance, help them solve their problems, and welcome them to come to you again if they need anything else. Practice CICARE when interacting with patients, their families, visitors, or internal departments. For patient care interactions, use the following:

- **Connect** with the patient and family members by addressing them as Mr./Ms., or by the name that they prefer.
- **Introduce** yourself and your role.
- **Communicate** what you are going to do, how long it is going to take, and how it will impact the patient.
- **Ask and anticipate** patient and/or family needs, questions or concerns.
- **Respond** to patient and/or family questions and requests with immediacy.
- **Exit courteously** and/or with an explanation of what will come next (or when you will be back to check on them).

CICARE Phone Etiquette
Often the first impression patients and visitors get to the Medical Center is through telephone contact. Please help make that experience a positive one. Be courteous when speaking to callers. Make sure you identify yourself and the department when answering the phone. Make certain you write down the message and deliver it promptly. Practice CICARE phone etiquette during all phone interactions:

- Before answering the phone, discontinue conversations or activities that may be heard by the caller.
- Answer the phone within 4 rings.
- Identify your department, give your name, and offer assistance such as, “May I help you?”

Courtesy
Always exercise courtesy whenever patients, family members and visitors are present. This includes the cafeteria, patient and visitor waiting areas, hallways, elevators, treatment areas and patient rooms.

- Make eye contact and smile with patients, visitors and staff. Offer a greeting when passing, such as, “Good morning.”
- Allow patients and visitors to go first when getting in/out of elevators, doorways and in the hallways.
- Offer to help visitors get to their destination, or provide directions.
- Speak in moderate tones; be aware of the level of your voice (speaking loudly or yelling) in the hallways or elevators.
- Demonstrate professional behavior whenever patients, family members or visitors are present. Avoid lying down, sleeping, removing shoes, using hospital linen, eating, laughing or speaking loudly or disruptively. Avoid boisterous behavior in areas within earshot of patients and visitors.
- Maintain appropriate conversations, being respectful of patient and employee confidentiality. Conflicts or disagreements of a work-related or personal nature should be discussed where patients, their families or visitors are not present.
- In order to provide a safe environment of care, speak only English or the language of the patient/visitor you are helping. Arrange for interpretation services when needed.
Personal cell phones or listening devices may only be used during break times and only in designated break areas.

**Respect**
- Respect privacy and dignity.
- Knock on a patient’s door before entering and ask permission to enter.
- Ask permission before examining a patient, and provide an explanation of the examination or procedure.
- Do not make disparaging remarks about other departments or staff in front of patients or visitors.
- Respect individual and cultural differences.

**Professionalism**
Maintain professionalism in the presence of patients, their families, visitors or co-workers.
- Show pride by maintaining professional appearance while on duty. Adhere to organizational appearance standards. Wear name badge appropriately.
- Demonstrate an ongoing responsibility and commitment through good attendance and by being on time to work.
- Demonstrate pride in UCLA Health by keeping areas clean and safe.
- When within hearing of any patients, family members, visitors or staff members, keep comments about patients, co-workers, physicians or any part of UCLA Health positive and appropriate.
- Teamwork: recognize that each person has an area of expertise and that his or her contribution is valuable.

**CHAPTER TWO: VOLUNTEER APPLICATION PROCESS**

As UCLA Health volunteers, it is our responsibility to treat patients, families, visitors and each other with courtesy, dignity, respect and professionalism.

1. **GENERAL INFORMATION**

**Position Description**
All departments are required to have a written job description. Do not do anything you are not trained to do. Do not do anything you are not comfortable doing. Know what it is you can and cannot do.

**Volunteer Hours**
You are required to make a 100-hour commitment as a volunteer. The minimum commitment is to work 4 hours a week in any assignment. The maximum hours per week a volunteer can work is 20. The exact schedule must be agreed upon between you and your supervisor.

**UCLA Blood and Platelet Center**
For each blood donation, you will receive 40 hours of service credit. For each platelet donation, you will receive 80 hours of service credit. These donations go toward your general hours, not toward your
department commitment. You can donate blood every 56 days or up to 6 times a year. Platelet donations take about two hours. Please see our website for eligibility requirements: www.gotblood.ucla.edu.

The Blood & Platelet Center is located at 1045 Gayley Avenue, Westwood. To contact them, call (310) 825-0888 and press 2. The hours of operation are: Monday from 10:00am-5:30pm, Tuesday through Friday from 8:00am-3:30pm, and the second Saturday of each month from 8:00am-1:30pm. Platelet donation hours are Monday through Friday from 7:00am-4:15pm, and every Saturday from 7:00am-11:30am.

Changing Departments
You must complete 100 hours of volunteer service in one department before becoming eligible to transfer to another. A department will spend a good deal of time training you, and investing their valuable time in you. Please make the commitment and fulfill the 100 hours commitment. If you quit or leave early, you will be terminated from the program.

Upon completion of your commitment, and you would like to transfer, simply make an appointment with the Volunteer Coordinator or Manager to discuss available opportunities.

Sign-In Requirements
It is critical that you sign in and sign out every time you are here to volunteer. We need to know when you are here and when you have left. These rules are for safety, legal and liability reasons. You are covered under the Hospital’s workers compensation plan only if you are signed in properly in the event of an injury. If there is a disaster, we want to be able to find you.

We have a computer system that we will train you how to use in order to sign in and out and to retrieve messages that we leave for you. In order to get an accurate account of your total volunteer hours, please make sure you stop at a specified computer terminal to sign in and out before going to your assigned area and leaving to go home.

Volunteers will still need a sign-in sheet in the following areas: Community Clinics; Gonda Building; MRL Building; 1000 Veteran Building; Westwood Medical Building; Factor Building.

Calling in Sick/Late Arrivals – Procedure
If you are sick, do not come to the hospital to volunteer. You can infect someone else. If you are expected, please call your supervisor to let them know you won’t be in. They are relying on you, so please do not be a no-show. If you are going to be late, please call the department and let them know. If you have 3 unexcused absences, you will be terminated from the program. If you are more than 15 minutes late to your first interview with the Student Volunteer Coordinator, we will reschedule your appointment. If you are more than 15 minutes late to your second interview, we will discuss the seriousness of volunteering, and if UCLA Medical Center is the appropriate hospital for you to contribute your time.

Leave of Absence
You must inform your department, and the Volunteer Office ahead of time. If you will be taking time off for summer or if our records indicate you have not been volunteering for more than three months we will “Inactivate” you, and you will be required to attend another orientation to be reinstated.
Termination Policy
Termination is the result of unsatisfactory performance. If you are not abiding by hospital and/or the Volunteer Department policies, we will meet with you to further discuss your responsibilities as a volunteer. The following actions are cause for termination:

- 3 unexcused absences
- Not fulfilling your 100 hour requirement
- 3 month absence without taking a “Leave of Absence”
- Falsifying health records, applications and background check forms
- Not calling your department when you are sick or late
- Not showing up on scheduled days, or showing up on unscheduled days

Dress Code
Volunteers represent UCLA Health, and are often the first impression a patient has of our hospital. Therefore, we ask that you adhere to the following uniform guidelines. Please ask the Volunteer Services staff if you have any questions.

The Volunteer jackets are available for purchase in the Center for Health Sciences Bookstore (for volunteers at Ronald Reagan) and from the Volunteer Office (for volunteers in Santa Monica). The cost is $25.00 each and every Volunteer must wear one while in their assigned areas. Most importantly, BLUE JEANS ARE PROHIBITED or any open-toed shoes. Please dress professionally and follow the guidelines in the policy. Uniforms must be washed regularly and be neat and clean. Please keep your uniform pressed and in good condition. Volunteers not wearing proper attire may be asked to leave their shift.

I. **Uniform**
Official volunteer jacket, buttoned up with a white collared shirt underneath. Light khaki (not olive or brown) pants with no holes or tears. **NO JEANS OR SHORTS ALLOWED AT ANY TIME IN ANY AREA.**
*Scrubs or lab coats are acceptable if required in your area-Check with your supervisor.

II. **Jewelry**
Small sized jewelry is acceptable. Large or ornate jewelry is not appropriate. Volunteer may wear no more than two earrings in each ear. Nose or other facial jewelry is not acceptable.

III. **Personal Hygiene**
Clean hair, nails and clothing are basic and very important in the health care setting. All volunteers should employ appropriate use of cosmetics and deodorant and avoid excessive use of perfume, cologne and after-shave lotion.

IV. **Hair**
Hair will be neat, clean and trimmed. Long hair will be tied back, or a head covering will be worn in clinic areas. Facial hair must be neat, clean and trimmed.
V. **Nails**
Artificial nails or extenders are not to be worn in patient care areas. “Natural” nails are to be kept clean and neatly trimmed to ¼ inch long. Polish is to be in good repair with no nail “jewelry”. Nail length is not to interfere with the job or pose a hazard to the patient or another employee.

VI. **Clothing**
Clothing must be clean, well-fitting and wrinkle-free. Under garments must be worn at all times. **Unacceptable clothing includes:** tight fitting garments, shorts, skirts more than 2” above the knee, sweat pants, Capri pants, leggings, sheer or crochet type fabrics, caps and backless, shoulderless, spaghetti strap, halter, or tube tops. **Unacceptable pants include:** too tight or loose fitting, below the wait and touching the floor.

VII. **ID Badges**
Badges issued by Volunteer Services and the Security Department must be worn at all times displayed above the waist, picture facing forward. It must be clearly visible and without marking, defacement or pins. You must always identify yourself as a Volunteer when asked your job title or position.

VIII. **Footwear**
Closed-toed, soft-soled tennis shoes (preferably white). No backless shoes. Stockings or socks must be worn at all times. Shoes must be tied. Thongs, beach shoes, deck shoes, high heels and slippers are unacceptable.

Parking Permits
All UCLA students are exempt from parking privileges. Non-UCLA students are eligible to purchase parking permits. You are responsible to pay the full parking permit fee. Please see a Volunteer Coordinator for a parking application, once your volunteer status is active.

**Student Letters of Recommendations**
You must volunteer 100 hours to be eligible to receive a letter of recommendation. Upon completion of 100 hours, the volunteer office can give you a letter of verification stating the period of time you volunteered, the total number of hours and the capacity in which you volunteered. It will take two weeks to process your request.

The recommendation letter is based on your performance from the supervisor of your assigned area. Build a rapport with your supervisor. The letter comes from your supervisor because they see first-hand your skills, commitment, and work ethic. The volunteer office does not necessarily know your skills. No verification of hours of when or where you volunteered (department or hours) will be available until you meet the 100-hour commitment. The department is NOT obligated to write your recommendation letter.

**Student Awards**
Each year, the UCLA Medical Center Auxiliary recognizes student volunteers with awards. Information will be emailed to all active volunteers in late January. To be eligible, a student must have completed 150 hours of volunteer service in a calendar year by the end of December preceding the competition and must be a college
student or above. Interviews are conducted with finalists and winners are announced in late spring and recognized at a special Auxiliary event.

2. HEALTH CLEARANCE AND VACCINATION REQUIREMENTS

*UCLA Health requires the following vaccinations and tests from each incoming volunteer: Tuberculosis, MMR, Varicella and Tdap. You cannot volunteer in any department without having proof of immunity against these diseases.*

**Tuberculosis Screening (mandatory)**
All volunteers **must show proof of two negative PPD skin test OR one QuantiFERON Gold (t-spot) blood test.** If you get two PPD skin tests, one must have been administered within the past 365 days and the second must have been administered within the last 90 days prior to volunteering. If you only have proof for one negative TB skin test administered within the last year, then you must have a second TB skin test done. **If you get one QuantiFERON Gold (t-spot) blood test, it must have been administered within the last 90 days** prior to volunteering. If you are a UCLA student, then you may receive the 2-step TB skin tests or QuantiFERON Gold blood test from Arthur Ashe Student Health and then bring the proofs to the volunteer coordinator. All non-UCLA students may go to their own physician, urgent-care center or free clinic to obtain the 2-step TB skin test or QuantiFERON Gold blood test.

If you have had a history of positive TB skin test within the last year and have received prophylactic medical treatment, please bring the diagnosis of a negative chest x-ray to the volunteer coordinator. Chest x-rays are valid for up to 5 years but an additional TB Symptom Questionnaire must be completed annually, which is available in the Volunteer Services Department.

If you go out of the country for a vacation, you may have to get another TB skin test or chest x-ray upon your return. You may discuss this with your family doctor.

*Why is Two-Step Testing Conducted?*
Two-step testing is useful for the initial skin testing of adults who are going to be retested periodically, such as health care workers or nursing home residents. This two-step approach can reduce the likelihood that a booster reaction to a subsequent TST will be misinterpreted as a recent infection.

**MMR Vaccination (mandatory)**
All volunteers **must show proof of 1st and 2nd MMR vaccinations** prior to volunteering. Blood titers indicating immunity to MMR are also accepted if the volunteer does not have the official dates of vaccination.

**Varicella Vaccination – Chickenpox vaccine (mandatory)**
UCLA Health policy requires all volunteers to be screened for Varicella. For those volunteers who need the vaccine, the series of two vaccines is mandatory prior to the volunteer orientation. If you have previously had the chickenpox disease, **you must show documentation of a “titer” blood test showing positive immunity.**
Tdap – Submission of a Consent of Declination Form for the Tdap vaccine (mandatory)
The California Department of Public Health (CDPH) recommends that all health care personnel, particularly those who have direct contact with infants and pregnant women, be immunized with Tdap to protect their patients and themselves from Pertussis. Pertussis (whooping cough) is highly contagious and is spread by inhalation of respiratory droplets or aerosols. According to policies set by UCLA Health, all volunteer applicants must either sign a consent or declination form for obtaining the Tdap vaccine. Either form must be brought to your Orientation Day, to be collected by Volunteer Services personnel. Those who agree to be vaccinated for Tdap must sign the consent form and bring it to the session; those who instead decline to be vaccinated must sign and bring the declination form.

Immunity from Pertussis disease is not long lasting and immunity from the vaccine only lasts about 10 years; hence the need to vaccinate most adults with Tdap now that the vaccine has been available since June 2005.

Other Helpful Vaccinations (Not Mandatory)
Hepatitis B Vaccination
Due to possible exposure to blood or other potentially infectious material, it is recommended but not mandatory that you receive the Hepatitis B vaccine series in areas, e.g. all Dental areas, ER, Children’s Health Center or Child Life/Child Development.

The Cost for the Hepatitis B Vaccination Series (3 vaccines) is as follows:
- If you are age 19 and under, the series is free
- If you are 20 and older, it will cost $20.00 cash per shot
(This is a County Law, not a hospital policy).

Tetanus Vaccination
Any volunteer assigned to a lab containing animals is required to show proof of a tetanus booster within the past 10 years and to remain up to date while volunteering.

3. DEPARTMENT ASSIGNMENTS

Pediatrics Assignments
Child Life/Child Development – MDCC (Marion Davis Children’s Center)
The purpose is to care for the psychosocial aspects/needs of the child. Volunteers may assist in the Teen Lounge and the Playroom and also help out with the computer system in the multimedia room or at the bedside.

New volunteers who are interested in this department must attend a separate Child Life/Child Development Program Orientation. You must bring your referral form (provided by the Volunteer Coordinator or Volunteer Services Office) to this orientation.

Med Plaza – Outpatient services-mostly play with kids and siblings in waiting areas

Examples of Hospital Assignments
Blood & Platelet Center – Support the community in recruiting blood donors to increase a healthy blood supply and meet the needs of our patients at the UCLA-Westwood and Santa Monica UCLA Hospitals. Develop
the insight into the blood and platelet donation process, learn about blood components and the invaluable impact they have on blood transfusions and patients’ lives. Educate your families and friends about the vitality of blood donation and encourage them to become blood donors and give the gift of life.

**Floater** – Floaters are given the opportunity to contribute in a wide array of duties and responsibilities, which include patient affairs, administrative and research. Floaters are a unique group of volunteers. They are dedicated, flexible and are ready to face any challenge.

**Gift Shop (Medical Plaza)** - Volunteers provide a significant service to patients, families and staff. Duties include sales and stocking of inventory. Hours vary, M-F where applicable.

**Information Desk (RRMC and 200 Medical Plaza)** - Trained volunteer to assist customers by phone and in person. Use mainframe to retrieve current inpatient desk. Log lost and found items. Issue vendor passes and clergy parking permits. Update information provided at the information desk. Looking for volunteers who are dependable, reliable, ability to come in on time on scheduled days. Also, must have patience.

**Patient Escort (RRMC and 200 Medical Plaza)** - Patient related position. Escort patients via wheelchair. Will complete patient escort call slips and be able to listen and comprehend both patients and supervisor. Looking for volunteers who are dependable, reliable, ability to come in on time on scheduled days. Also, must have patience.

**Recovery Room** - Assist the staff in keeping track of the many patients recovering from surgery. Act as a liaison to Surgical Waiting Room personnel, keeping them informed of patients coming and going. Looking for volunteers who are dependable, reliable, ability to come in on time on scheduled days. Also, must have patience.

**Surgical Waiting Area** - Act as a liaison between families of surgery patients and the nurses in the Post Anesthesia Care Unit. This is the most visible and interpersonally challenging position for volunteers in the hospital. People orientated, organization and phone calls required. Keeping track of patient’s surgery schedules. Looking for volunteers who are dependable, reliable, ability to come in on time on scheduled days. Also, must have patience.

**Student Volunteer Programs with own Recruitment**

**ARC** – Stands for Assessing Resident CICARE Interns. The purpose for ARC is to implement changes by improving the patient and overall family hospital experience. [www.arcucla.edu](http://www.arcucla.edu)

**CICARE Telephone Audit Program** – Mystery Callers needed! Are you interested in making calls to improve patient relations within UCLA Health? If so, this might be the volunteer position for you! Flexible hours, perfect for adults and students who wish to volunteer but feel they don’t have the time. (Additional information given at 1st interview with Coordinator)
EMRA – Stands for Emergency Medicine Research Associates, involves screening patients with blunt head trauma, approaching their physicians with a questionnaire to be completed prior the head CT, and entering the collected data into a computerized database. www.emra.fasthost.net

LINC – Stands for Language Interpreting and Caretaking, and also refers to the cultural “LINK” between medical staff and the patients. There are three parts to LINC: 1) Interpreting for foreign-language speaking patients 2) Visiting patients who stay in the hospital 3) Helping out with clerical work in the Patient Affairs Office. LINC is affiliated with the Patient Affairs/Interpreter Services Department of the hospital. All LINC volunteers have to follow the policies and guidelines of Patient Affairs. www.studentgroups.ucla.edu/uclalinc

MAPS – Stands for Measuring to Achieve Patient Safety. It is designed to assess clinical practices in the hospital, and improve patient safety by using the patient safety audit tools, designed as per the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). MAPS objective is to facilitate improvement of patient safety by observing clinical processes at UCLA Medical Center and provide highly reliable feedback to the leadership and management of UCLA healthcare. www.uclamaps.wordpress.com

Student Stroke Team – This program involves research projects investigating the safety and efficacy of various drugs and procedures applied to the patients that arrive in the UCLA Emergency Room with onset ischemic stroke. As research associates, students learn the basis of the investigation of new drugs and interventions in stroke, pre-clinical research, phases of trials, and the proper interpretation of the results. www.strokestudy.fasthost.net

Stroke Force – Stroke Force is committed to educating at-risk and underrepresented communities on the risks, signs, symptoms, and treatment methods for strokes. The organization, consisting of approximately 20 undergraduates, visits senior centers and nursing homes throughout the Los Angeles area to provide valuable information about this serious medical emergency. Members also assist the Brain Attack Team in the Emergency Department to help identify stroke patients as they arrive. http://www.strokeforceucla.blogspot.com

PRE-REQUISITE ASSIGNMENT. If you want to work in the Emergency Department (E.D.), begin as a Patient Escort volunteer, where you must complete 100 hours before you may sign-up for the appropriate E.D. Orientation and training.

CHAPTER THREE: KEY MEDICAL CENTER POLICIES AND HIGHLIGHTS

1. PATIENT CONFIDENTIALITY
Every patient has a right to privacy and it is every employee’s responsibility to protect that confidentiality. This means keeping information about patients' health care private. Both federal law (the Health Insurance Portability and Accountability Act or “HIPAA”) and California state law require the protection of all Patient Identifiable Health Information, including all identifiers, images and other information which could be used to determine of the identity of a patient. The privacy laws apply to all forms of patient health information including, paper, electronic and verbal information. Volunteers are required to only use or access that amount of patient information that is minimally necessary to complete a task, responsibility or function.
Volunteers are responsible to only use and access information on patients for whom they are providing care, or which they need the information to complete a task that is part of their responsibilities.

**Failure to comply may lead to disciplinary or legal action against the volunteer and UCLA Health.** Confidential information includes a wide variety of information about a patient’s health care. Examples of confidential information include:

- Patient identifiers such as medical record number, name, date of birth, Social Security Number, address, phone number, contact information, photographic images and any other unique code or characteristic that could be used to identify an individual patient
- Details about illnesses or conditions (particularly AIDS, psychiatrics conditions, genetic testing or alcohol/drug abuse)
- Information about treatments
- Health-care provider’s notes about a patient
- Patient billing information
- Conversations between a patient and a health-care provider

General patient information in the facility directory such as patient name and condition may be released as provided by California state law and federal privacy regulations without the patient’s specific authorization unless the patient requests that they not be listed in the facility directory or census. Your department may have special rules regarding when to release this information. We do maintain all patient information with appropriate confidentiality controls.

At the time of admission or at the first outpatient direct service encounter, each patient receives a “UCLA Health Notice of Privacy Practices” which explains how UCLA Health uses patient information, and the rights the patients have over their own health information.

Patients have certain rights granted under federal and state law to control their protected health information, including the right to access and receive a copy of their health information, request addendums to or changes to their health information, request restrictions on how and to whom their information is used or disclosed, request alternate methods for communicating with them, and to obtain a list of individuals or organizations to whom UCLA Health has provided access to their information. These rights apply to both the patient’s medical and billing records.

2. **ABUSE RECOGNITION AND REPORTING**

*Every volunteer has the obligation to look for, recognize, and report suspected or actual abuse of patients.* The abuse may be child abuse, elder abuse, intimate partner abuse (domestic violence), or abuse from an assault. The following conditions may alert you to the fact that abuse may be occurring:

- There is no explanation for the injury, or the explanation does not seem believable
- There has been a delay in seeking medical treatment
- The patient has a previous history of injuries or the injuries are in different stages of healing
- The patient’s behavior changes or is inappropriate when in the presence of family or significant others
- Other family members do not allow the patient to speak for him or herself

**If you suspect or have knowledge of abuse to a patient, please contact your supervisor.**
CHAPTER FOUR: AGE SPECIFIC GUIDELINES AND CARE OF SPECIAL PATIENT POPULATIONS

In order to assure that each patient’s care meets his or her unique needs, volunteers who interact with patients as part of their job must develop skills or competencies for delivering age appropriate communications, care and interventions. People grown and develop in stages that are related to their age and share certain qualities at each stage. Patient care providers use different types of communication, care, and interventions with patients of different age groups and populations. By adhering to these guidelines, volunteers can build a sense of trust and rapport with patients and meet their psychological needs as well. Age-specific guidelines are as follows:

1. NEONATES (LESS THAN 30 DAYS)
   - Provide security and ensure a safe environment.
   - Involve the parent(s) in care.
   - Limit the number of strangers around the neonate.
   - Use equipment and supplies specific to the age and size of neonate.

2. INFANTS (GREATER THAN 30 DAYS & LESS THAN 1 YEAR)
   - Use a firm direct approach and give one direction at a time.
   - Use a distraction, e.g., pacifier, bottle.
   - Keep the parent(s) in the infant’s line of vision.
   - Use equipment and supplies specific to the age and size of infant.

3. PEDIATRICS (GREATER THAN OR EQUAL TO 1 YEAR & LESS THAN 12 YEARS)
   - Give praise, rewards, and clear rules. Encourage the child to ask questions. Use toys and games to teach the child and reduce fear.
   - Always explain what you will do before you start. Involve the child in care.
   - Provide for the safety of the child. Do not leave the child unattended.
   - Use equipment and supplies specific to the age and size of the child.

4. ADOLESCENTS (GREATER THAN OR EQUAL TO 13 YEARS & LESS THAN 18 YEARS)
   - Treat the adolescent more as an adult than a child. Avoid authoritarian approaches and show respect.
   - Explain procedures to adolescents and parents using correct terminology.
   - Provide for privacy.

5. ADULTS (GREATER THAN 18 YEARS AND LESS THAN 65 YEARS)
   - Be supportive and honest, and respect personal values.
   - Support the person in making health care decisions.
   - Recognize commitments to family, career, and community.
   - Address age-related changes.
6. GERIATRICS (GREATER THAN OR EQUAL TO 65 YEARS)

- Avoid making assumptions about loss of abilities, but anticipate the following:
  - Short term memory loss
  - Decline in the speed of learning and retention
  - Loss of ability to discriminate sounds
  - Decreased visual acuity
  - Slowed cognitive function (understanding)
  - Decreased heat regulation of the body

- Provide support for coping with any impairments
- Prevent isolation; promote physical, mental, and social activity. Provide information to promote safety.

7. CULTURAL AND RELIGIOUS DIVERSITY

All patients have the right to care that is sensitive to, respectful of, and responsive to their cultural and religious/spiritual beliefs and values. An assessment of patients must include cultural and religious practices in order to provide appropriate care to meet their special needs and to assist in determining their response to illness, treatment, and participation in their healthcare.

To comply:
Be self-aware; know how your views and behavior is affected by culture. Appreciate the dynamics of cultural differences to anticipate and respond to miscommunications. Seek understanding of your patient’s cultural and religious beliefs and value systems. Determine their degree of compliance with their religion/culture (do not assume). Respond to their special needs, which may include:

- Food preferences
- Visitors
- Medical care preferences
- Rituals
- Gender roles
- Eye contact and communication style
- Authority and decision making
- Alternative therapies
- Prayer practices
- Beliefs about organ/tissue donation

CHAPTER FIVE: ENVIRONMENT OF CARE

1. EMERGENCY MANAGEMENT

Department Plans
Every department has their own specific disaster plan. Volunteer Services’ disaster plan is in the volunteer department. In a disaster, wait for instructions.
**Overhead Emergency Pages**

Emergency overhead pages are used at the Medical Center to alert staff to potential emergency situations and to summon staff who are responsible for responding to specific emergency situations. You may hear the following emergency pages while you are working:

- **CODE RED** – Fire
- **CODE BLUE** – Medical Emergency
- **CODE TRIAGE** – Disaster
- **CODE ORANGE** – Hazardous Material Spill or Release
- **CODE PINK** – Infant Abduction
- **CODE PURPLE** – Child Abduction
- **CODE GRAY** – Abusive or Combative Person
- **CODE SILVER** – Person with Weapon/Hostage Situation
- **CODE GREEN** – Evacuation of a Patient Care Area

**Building Evacuation Locations**

- RRUCLA and RNPH – South side of the medical center between the Resnick NPH entrance and the Medical Plaza Buildings
- Center for Health Sciences – the corner of Tiverton and Le Conte
- Medical Plaza – between 300 Med Plaza and Westwood Plaza
- Stein Eye Institute – JSEI Plaza (Grassy area west of Doris Stein)
- SMUCLA – 16th St. hospital entrance and the Harman Gardens (grassy area outside of the cafeteria)

2. **FIRE SAFETY**

The RRUCLA Medical Center, RNPH, and SMUCLA Medical Center have fire response procedures that all staff and volunteers must know and be prepared to implement in order to protect patients, co-workers, themselves, and property from real or suspected fires.

**a) Fire Evacuation Routes/Procedures**

- Fire doors, corridors and stairs must always remain clear, unobstructed and free from storage to allow for safe evacuation during an emergency.
- There are always two different exit routes out of your work area or floor.
- Evacuation Routes, corridors and stairwells are clearly marked by “EXIT” signs.
- Emergency stairwells are located in the pods and once entered, you can only exit on the first floor.
- Building Core stairwells allow staff to travel between floors and are called communicating stairwells.
- Do not use elevators during a fire. Use the stairs.
- Do not use stairwell as an exit to the roof.
- In patient care areas within the Medical Center, it is preferable to “defend-in-place” by closing doors unless the fire or smoke is directly threatening patients. If evacuation is necessary, evacuate horizontally, staying on the same floor but proceeding past a set of fire doors in the corridor. If you must leave the floor, try to go vertically down a few floors, but stay in the building. Follow instructions from supervisor.
• In the Medical Plaza buildings, evacuate the entire floor or area.
• During construction in which exits are blocked, evacuation routes are altered, or fire safety systems are compromised, special compensatory measures are implemented, called Interim Life Safety Measures (ILSM).
• Use readily available materials such as beds and blankets to assist with patient evacuation efforts.

b) Reporting a Fire (Code Red)
• Go to the nearest fire alarm box; swing pivot to break the glass, or pull handle down.
• Go to the nearest phone and dial “911” and “#36”. State the following information: 1) This is (your name) reporting a fire at: (location/engineering room number) 2) Describe the type of fire (i.e. smell smoke, see smoke, see flames etc.)
• If it is safe to do so, go back to the fire alarm box to direct responding personnel.
• “911” calls and fire alarm pulls are received by UCLA Police Department dispatch and then forwarded to the Los Angeles Fire Department.
• “#36” calls go to the Medical Center operator who activates the proper Fire Response Group.

c) Emergency Actions (R-A-C-E)
• **REMOVE** patients and personnel from the immediate fire area if it is safe to do so.
• **ACTIVATE** using the Fire Alarm Box and/or call 911 and #36. Notify a supervisor and others in the area. Fire alarm activation gives a visual and audible alarm in area and notifies the police department and the fire department.
• **CONTAIN** the fire and smoke by taking advantage of the building’s compartmentalization features by closing all doors to the immediate fire area. Do not lock them.
• **EXTINGUISH** the fire with the proper fire extinguisher only if safe to do so.
• Or, **EVACUATE** as necessary

d) How to Use a Fire Extinguisher (PASS)
While holding the fire extinguisher upright:
• Pull pin
• Aim at the base of the fire
• Squeeze lever
• Sweep side to side

e) Important Points to Remember:
• Code Red means that there is a fire reported in the building.
• Know the location of fire safety equipment in your work area. Know where the alarms, exits, extinguishers, etc. are located.
• If you are not at the fire alarm’s point of origin, still continue to listen to overhead pages to obtain updates.
• The Fire Response Group consisting of representatives from Administration, Environmental Services, Campus Facilities Management, Health System Facilities, Respiratory Therapy, Safety and Security who are prepared to assist with fire suppression and evacuations. In addition, in the
in-patient care areas, representatives from adjacent areas respond to the fire alarm location with a fire extinguisher to assist.

f) Smoking Regulations

The RRUCLA Medical Center, SMUCLA Medical Center and RNPH are non-smoking facilities. Patients may be allowed to smoke outside with a physician’s order if clinically indicated. Smoking is not permitted in front of the Medical Plaza buildings, in parking structures or within 20 feet of any building entrance. Anyone smoking should remove themselves outside of the hospital borders to smoke. At RRUCLA that is south of Le Conte and west of Gayley. At SMUCLA that is the side walk on Wilshire, next to Staples up until the driveway to the 1223 16th Street building, beyond the Arizona parking structure, and across the street on 15th Street.

3. HAZARDOUS MATERIALS
Hazardous spills can present an enormous danger to patients and staff. Learn to be continuously aware of any hazardous materials in your area and know the risks involved.

a) Responding to a Major Chemical, Biological or Radioactive Material Spill
- Remove yourself and others from the area of the spill.
- Report to the supervisor.

4. SAFETY AND BODY MECHANICS
Be aware of the risks involved in your job and set an example of safety awareness and safe practices for coworkers.

a) General Safety Rules
- Approach all aspects of your job with safety in mind.
- Use good body mechanics at all times.
- Keep hallways and corridors clear.
- Become familiar with safety hazards and evacuation routes in your work area.
- Report to your supervisor any unsafe conditions, situations or practices.

b) Injury and Illness Prevention Program
The Injury and Illness Prevention Program is designed to maintain a safe environment for visitors, patients, and employees. Volunteers are expected to be knowledgeable about the components of this program:

- **Volunteer Reporting of Unsafe Conditions:** Volunteers are responsible for immediately reporting any unsafe condition or potential hazard to their supervisor. Supervisors are expected to evaluate the concerns and implement corrective actions or direct the problem to the Safety Office.
- **Back Safety:** Volunteers should be knowledgeable of the back safety risks involved when performing their job functions, and proactively prevent unsafe working conditions and job practices. Back safety training can be provided upon request by the Safety Office.
- **When doing lifting jobs, remember:**
  1. Size up the job before beginning and plan how to accomplish it. Ask for help. (“Life twice rule”)
2. Use the large muscles of the legs, hips and arms. They are the strongest in your body.
3. Avoid bending at the waist. Maintain normal curves in your back by bending at the knees and hips.
4. Use a broad base of support by keeping feet shoulder width apart. This will increase your stability and balance.
5. Avoid twisting your back when carrying or lifting. Lift up your feet to turn.
6. Keep loads close to your body. Avoid over-reaching.
7. Avoid lifting heavy objects higher than your waist whenever possible.
8. Use a stool or ladder to reach items above shoulder height. Consider moving frequently used items to waist level.
9. Avoid carrying heavy objects long distances, use a cart if possible.

- **Work Related Injuries:** All volunteers who receive an injury on the job should report the injury to their supervisor as soon as possible. For volunteers who receive a needlestick, follow these procedures: 1) Flush with water 2) Report the incident to your supervisor. Your supervisor will sign an Industrial Injury Referral Form and a Needlestick form 3) Call the Exposure Page Number for direction. Dial 231 and page #93333. After hours an employee will be directed to the Emergency Department for care or proceed directly there yourself.

- **Workers Compensation Program:** When an injury or illness results from work or working conditions, the Workers Comp. Program provides assistance for the volunteers’ prompt recovery.

c) **Transporting a Patient**
Make sure you verify that the patient you are about to transport is the right person. Check the board on the wall at the nursing station to confirm the patient’s room number. When entering the patient’s room, ask the patient his/her name. Check the name on the patient’s ID band against the name on the chart.

When you arrive at a destination, **never leave the patient unattended.** Do not leave until a staff member has acknowledged receipt of the patient and has taken responsibility for him/her. For discharges, never leave a patient until someone has arrived to pick him/her up.

5. **SECURITY**

Personal security for oneself and one’s work environment is influenced by knowledge of surroundings and available resources.

**General Consideration**
- All employees, staff, physicians, and volunteers are required to wear a hospital issued picture identification badge at all times while in the RRUCLA Medical Center, SMUCLA Medical Center, Stewart and Lynda Resnick Neuropsychiatric Hospital, and 200 & 300 Medical Plazas.
- Call the Security Command Center (x77100) immediately to report security incidents against patients, visitors, staff or property requiring Security Officer involvement.
- To contact the UCLA Police Department: For emergencies, dial 911 from any campus phone, from Off-campus UCLA phones located in Westwood, (i.e. 924 Westwood, Oppenheimer, Wilshire Center, Brentwood Labs), dial 8+911. For non-emergencies, dial x51491 from any UCLA phone.
• There is safety in numbers, walk with groups of people.
• Intimidation, harassment, assault and battery in the workplace violates the Campus Workplace Violence Policy and state law and must be reported to your supervisor immediately.
• Events to be reported include: Alleged Assault and/or Battery Against Health Care Workers (report form by same name), crimes in progress or events of crime after the fact (call UCLA Police Department and/or use the on-line event reporting system or complete the “Confidential Report of Incident/Occurrence form”).
• During established hours, building access is monitored to verify authorization to enter.
• The Westwood Plaza entrance to the RRUCLA Medical Center is designated as the after hours access point for staff and visitors. A security checkpoint will operate from 9pm-6am and all persons entering the hospital are required to show identification. The RNPH and Mattel Children’s Hospital entrances are open from 6am-8pm.
• The 16th Street entrance to the SMUCLA Medical Center is designated as the after hours access point for staff and visitors. A security checkpoint will operate from 9pm-6am and all persons entering the hospital are required to show identification. The 15th Street Orthopaedic entrance to the medical center is open 6am-9pm.
• Police and Security respond to alarms initiated by unauthorized persons to sensitive areas, duress alarms located at various areas, and staff assistance requests throughout the facility.
• All volunteers are to be alert and politely contest anything carrying, transporting or concealing an infant or child during a Code Pink or Purple overhead page (Infant or Child Abduction).

6. UTILITIES
UCLA Health is dependent upon the good working order of its utilities. It is essential that all utilities are in proper working condition and that volunteers be aware of their capabilities, limitations and applications to ensure their safe and effective use.

CHAPTER SIX: PATIENT SAFETY

1. EVENT REPORTING
An “event” at UCLA Health is considered to be an unusual occurrence and should be reported to your supervisor. Examples are:
• An incident or action that is not consistent with the routine care of a patient
• A major violation of established procedure
• A disturbance or unfavorable situation that could disrupt UCLA Health functions or damage UCLA Health’s public relations

CHAPTER SEVEN: INFECTION CONTROL

Infection Control education is required upon hire and annually thereafter as mandated by the OSHA Bloodborne Pathogens rule.

Infections occur in many settings. If an infection occurs during a patient’s care, it is called a Health care associated infection. If the infection was incubating prior to the patient’s entry in the health care system, it is
called community associated. Infection control programs are designed to protect patients from healthcare associated infections. According to estimates from the Centers for Disease Control and Prevention (CDC), each year nearly two million patients in the United States get an infection in hospitals, and about 90,000 of these patients die as a result of their infection. Infections are also a complication of care in other settings including long-term care facilities, clinics and dialysis centers. Infection Control is EVERY Healthcare Workers job. For example, after a patient has been discharged, a room used for airborne isolation must be left vacant for one hour.

1. STANDARD PRECAUTIONS
Standard precautions are work practices that help prevent the spread of infectious disease in health care facilities. They include:

- Hand washing before patient contact and after contact with the patient or the patient’s environment
- Use of protective barriers or Personal Protective Equipment (PPE) such as gloves, gowns, masks, and googles for anticipated contact with any body secretion or fluid.

Standard precautions, along with the safe handling of sharps, are the best protection against infection. Standard precautions are recommended for use with all patients, since it is not always possible to tell who is or may become infected. Standard precautions help protect health-care workers and staff, patients and their families, as well as volunteers.

If you have exposure to a bloodborne pathogen or receive a ‘needle stick’, follow this procedure:

- Flush the area with water
- Report the incident to your supervisor. Your supervisor will sign an Industrial Injury Referral Form and a ‘needle stick’ form.
- Call the Exposure Page Number for direction: Dial 231; Page 93333.
- Go to OHF during business hours or the ER after hours, with completed paperwork and any applicable patient ID information.
- If initially seen in the Emergency Department, report to Occupational Health Facility the next business day.

Isolation
Volunteers should not enter any isolation rooms, unless they have been fitted and trained for Personal Protective Equipment (PPE). Be sure to read the sign on the door. We specifically stress that a green sign on a door indicates AIRBORNE ISOLATION and volunteers should never enter these rooms for the three following reasons:

1. A. They are patients that have an infectious disease and don’t want to give it to anyone else. B. It hasn’t yet been determined if the patients have an infectious disease and health-care workers are being cautious until results are confirmed. C. They may be patients that are immune-suppressed (perhaps they have cancer or HIV) and don’t want to catch anything.
2. NO ONE may wear isolation gowns, clinical (latex) gloves, masks (even if just hanging around your (Neck), show covers, surgical caps (any type) outside the patient room, away from their work area (such as the OR), to the cafeteria, crossing the street, shopping, etc.
Types of Infection Transmission

1. **CONTACT** – These organisms are spread by touch. They are carried along by objects, hands, etc. Ex: MRSA, VRE, and C.difficile

2. **DROPLET** – Large particles droplets that can be generated by coughing, sneezing, etc. spread these organisms. Ex: Pertussis, meningitis, German measles

3. **AIRBORNE** – These organisms are spread by droplet nuclei < 5 microns in size that remain suspended in air and can be disbursed widely by air currents. Ex: Pulmonary tuberculosis, Varicela (Herpes) Zoster, and Measles.

Reminders
You are not just protecting yourself. You are also protecting the staff and patients around you. You must not wear gloves outside a patient’s room. You may get a phone call and pick up the receiver with your gloves on. Then you’ve exposed many other people to unwanted germs.

Basic Questions
What are the basic things you need to know if you are new to a floor and you want to make sure you are properly protected?

1. Where the Personal Protective Equipment, like gloves, masks, gowns are located
2. How to wear a mask
3. What size gloves you are
4. Where the phones, fire extinguishers, and exits are located
5. Where the emergency eye wash and emergency showers are located

Consulting the Nurse
Volunteers are working under a RN’s license. The Nurse acts as a gatekeeper to patient’s care. Do not do anything without first consulting the nurse. Never move a patient without a nurse’s permission.

Mandatory Reporting
One of the most critical elements of your assignment is to make sure the patients are safe. IF you hear a patient reveal anything that might compromise their safety, such as issues involving rape or abuse or suicide, please report that to the nurse. This is your obligation. You may find that a patient confides in you regarding certain things. If it has something to do with their well being or safety, you must report it.

NPO (Latin abbreviation for: Nothing by mouth)
These patients may not have anything by mouth, not even water. This is usually because they are preparing to go into surgery. Always check with the nurse before giving a patient food or water.

2. **HAND HYGIENE**
Numerous studies show that proper hand hygiene reduces the spread of bacteria in various healthcare settings. Guidelines developed by the Centers for Disease Control and Prevention (CDC) and infection-control organizations recommend that healthcare workers use an alcohol-based hand rub (a gel, rinse or foam) to routinely clean their hands between patient contacts, as long as hands are not dirty.
Use an alcohol-based hand-rub for routinely cleaning your hands

- Before having direct contact with patients
- After having direct contact with a patient’s skin
- After having contact with body fluids, wounds or broken skin
- After touching equipment or furniture near the patient
- After removing gloves

Here are some tips on how to use an alcohol-based hand rub

- Apply 1.5 to 3 ml (about the size of quarter) of an alcohol gel or rinse to the palm of one hand, and rub hands together;
- Cover all surfaces of your hands and fingers, including areas around/under fingernails; and
- Continue rubbing hands together until alcohol dries (about 15-25 seconds)
- Make sure your hands are completely dry prior to putting on gloves.
- Wash your hands with soap and water when you feel a “build-up” of emollients on your hands

Wash your hands with plain soap and water; or with antimicrobial soap and water if:

- Your hands are visibly dirty
- Hands are visibly contaminated with blood or body fluids
- Before eating
- After using the restroom

To effectively wash your hands with soap and water:

- Wet hands first with water (avoid HOT water);
- Apply 3 to 5 ml of soap to hands;
- Rub hands together for at least 15 seconds;
- Cover all surfaces of the hands and fingers
- Rinse hands with water and dry thoroughly
- Use paper towel to turn off water faucet

What are “Multi Drug Resistant Organisms” (MDROS) like “MRSA” and “VRE”?
These are strains of bacteria (germs), which live in or on our bodies, which have developed resistance to the antibiotics commonly used to treat infections caused by these organisms. They do not cause more infections, but are harder to treat when they do. “MRSA” refers to “methicillin resistant Staph. Aureus”. 25-30% of us carry staph in our noses at any given time. “VRE”, refers to vancomycin resistant enterococci. All of us carry enterococci in our intestines. Patients with MRSA are placed on Contact precautions.